

CSTARS COMMITTEE MEETING MINUTES
 May 18, 2016
 1881 Pierce St. Boards & Commissions Conf. Rm.
 Lakewood, CO 80214

STARS Committee Members Present:

Member	County	Present:	Via telephone:	Absent:
Chair-Shelia Reiner	Mesa County	√		
Jean Alberico	Garfield County	√		
Bo Ortiz	Pueblo County		√	√
Garland Wahl	Washington County	√		
Matt Crane	Arapahoe County	√		
Sara Rosene	Grand County		√	
Krystal Brown	Teller County			√

Name	County/Agency	Representing	Present:	Via telephone:
Pam Nielsen	Larimer County	CARS Committee representing Chaffee County		√
Victoria Gallegos	Arapahoe County	CARS Committee		√
Diana Hall	Boulder County	CARS Committee representing Washington County		√
Keith Poor	Pueblo County	CARS Committee		
Dede Shallert	Teller County	CARS Committee		
PJ Taylor	Denver County	CARS Committee representing Grand County		√
Jackie Campbell	Mesa County	CARS Committee		√
Mike Dixon	Division of Motor Vehicles	DOR & DMV		
Tony Anderson	Division of Motor Vehicles	Title and Registration Section		
Dylan Ikenouye	Division of Motor Vehicles	Title and Registration Section	√	
Dayton Harbo	Governor's Office of Information Technology	OIT	√	
Kathy Chase	Governor's Office of Information Technology	OIT		
Terri Krupke	Governor's Office of Information Technology	OIT	√	
Lorri Dugan	Department of Revenue	DOR		
Libby diZerega	Governor's Office of Information Technology	Trainers	√	
Cindi Wika	Governor's Office of Information Technology	Project Management	√	
Tony Frazzini	Denver County	DRIVES Steering Committee	√	
Marty Hartley	SIPA	Colorado Interactive		
Kate Polesovsky	SIPA	Colorado Interactive		
Amanda Krager	Department of Revenue	OBFS	√	

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Royal Taylor	Division of Motor Vehicles	Budget	√	
Norma Trickey	Boulder County	DRIVES Steering Committee		√
Patrick Flanagan	Division of Motor Vehicles	Title and Registration Section		
Noelle Peterson	Division of Motor Vehicles	Title and Registration Section		√
Chris Hochmuth	Division of Motor Vehicles	Title and Registration Section		√
Ken Gurule	Governor's Office of Information Technology	OIT	√	
Rhonda Johnson	La Plata County	La Plata County		√
Dustin Armbrust	Department of Revenue	Project Management Office		√
Paul Nadeau	OIT	Trainers	√	
Candace Powers				
Jason Salazar	Denver County			
Kevin Kihn	DOR			√
Tammy Barnes				
Karen Wilson				
Eric Deffenbaugh				
Amanda Ross	Kit Carson			
Deanna Davis	DOR			
Bailey Meek				
Rob Chiles	OIT-Budget		√	
Paul Kaufhold	DOR-Budget			
Deanna Davis	DOR	T&R		√
Tammy Aschenbrenner	DOR	T&R		√
Jack Arrowsmith	CCI	SIPA		√
Karen Wilson				

Call to Order:

- Sheila convened the meeting at 9:32 am. Roll Call was taken and a Quorum was present.
- Approval of Minutes from April 27, 2016 – It was moved by Garland and 2nd by Jean to approve the minutes. Motion passed.
- Sheila continued with the roll call of interested parties.

Old Business:

- May CSTARS Programming Release Approval – Kathy Chase: Terri gave the update starting with SB-090 testing and testing of tickets. Updates will be seen by the Counties as they go live and are phased on. There are updates every weekend in June. All testing is completed and all seems fine. The Fairfax testing to Viper is working. There were 13 Counties that

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tested. There was a concern about bulk permits for Dealers while the go-live phase in. Terri has made a work-around, as a precaution in the test system to cover this. Terri and Dylan also answered a number of general questions about the “Go-Live” situations. Sheila entertained a motion to approve the Release. Matt moved and Garland 2nd the approval. Motion passed. Garland continued to voice her disappointment in the deployment schedule given the primary election schedule. Dylan noted that the biggest hurdle was the coordination with Law Enforcement as to what permit was allowed in what area at what time, as well as training the dealerships and the legal requirement that it be deployed on July 1. Terri said that he could make an adjustment and make it on Tuesday night for Wednesday morning instead; they just needed to notify him.

Updates:

- Colorado Interactive Updates – Marty Hartley & Kate Polesovsky: Jack Arrowsmith provided a couple of quick updates. They were changing payment vendors that were taking a little longer. Chip card technology, Jack noted that their strategy to hold off seemed to be correct as there was a major retailer suing a chip card provider. He also talked about a mobile application for all sorts of individual information that a citizen might be able to access, not just DMV records, and any Counties that wanted to participate at no cost; they’d be ready to start on this later in the fall. Jack referenced Arkansas who had done this and had won awards for their application. Jean asked what Elbert County was doing to have such a great, online rate as opposed to other counties that same size or larger. Jack wasn’t sure, but would reach out to them to see. Also, Jack noted that Washington County’s website was superb. Sara wondered if there were statistics tracking the use of PayPort. Jack said he could provide her that report.
- Department of Revenue Update
 - Maren Rubino provided a DRIVES update: she noted that everything was on schedule and that it appeared that they would continue to be so. She briefly discussed the decision requests. Sheila asked about the County Testers that DRIVES was looking for and whether or not there were reimbursement funds available. Matt and Royal both confirmed that there was travel money available, just not salary funds. Maren noted that testing in DRIVES is 100 days away.
 - Maren also updated the Committee on legislation and the end of the session. Maren also gave a quick update on the DRIVES Statute Review Working Group. They are meeting weekly so as to have proposed legislation ready in time for the next legislative session, and are outlining the legislative needs and are also working on a draft of proposed legislation with “must haves”, “nice to haves” and items to be deleted as being obsolete. They have also engage the Secretary of State and Driver’s License people as there are overlapping areas and some fee issues that need to be addressed. Maren also discussed issues that had been directed to the DRIVES Governance committee for guidance and where those items were as well as all of their action items that had been listed out in the documentation provided. Sheila mentioned the other Working Groups briefly.

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- Dylan gave the update for the Title and Registration section and went through legislation in more detail. Most notably, there are no new plates and exceptionally minimal programming. Most of the legislation is simply implementation of new forms, processes and updated training. They are working on these and (if and when signed) all go effective August 10. Dylan also discussed the various DRIVES Working Groups and Title and Registration's participation in these groups. Also the communications that have gone out regarding SB15-090. Dylan talked about the Rules that are in the pipeline and their progress. Dylan also detailed all of the communications that have been sent since the last meeting. Sheila asked Libby about the CARS touch point meeting. Libby was able to respond that it was a quick update meeting for Tony Anderson.
- Office of Information Technology (OIT) Update:
 - Dayton provided new information regarding the Service Desk that they had filled a vacant position and training was ongoing. Additionally he talked about the OIT escalation path that he sent out to the Counties this morning. Sheila wondered about how many calls and tickets/change orders are being processed. Dayton noted that his information is provided to the Department and he'd be happy to share it with the Committee; and if so desired he could add it to his monthly presentation. There was a brief discussion of trends and allocations and if there was anything of note going on, Dayton wasn't aware of anything initially but could research it. Also a quick re-cap of the current OIT hiring freeze and that it had no direct effect on CSTARS. Also a brief re-cap of the common policy for billing. Matt wanted to know how the current staffing of the CSTARS service desk matched-up with Industry standards and other States. Dayton thought he could have a high level answer for the next meeting, but as DRIVES is rolling out if that data would be immediately out of date/mute.
- CARS (CSTARS Advisory Review Subcommittee) Report:
 - Pam updated the Committee on their actives including the no-fee exempt report. They believed that it would be best to have the 98 number and have the field be populated. They also discussed the various Change Orders related it to it. They should be coming out on the June Release. They also discussed the report requests and that it wasn't very friendly, so they'd be revising it. They also discussed the new Temp. Permit and the new fees (\$1.08). They discussed Jason's concerns that he found during testing. They talked about perforated paper vs. plain paper as the cost is \$0.04 vs. \$0.005; also the storage required for the backer boards. Any outstanding old inventory will not be credited back to the Dealers, but will simply have to be destroyed.
 - Program Requests: Diesel on-line Status. This should be ready to go in August so that as long as they don't need an emissions test they can all renew on-line. They also discussed of what's next before the moratorium: Kiosks, any legislation, fee distribution for permits, military S.O.T. (data mailers vs. postcards), SMM decals for Government, ACP being on the permit for PWD placards and plates.
 - Equipment Requests: Adams County has a 2 part request – 2 PC's and a Printer in the Westminster office and 4 PC's in the Commerce City office; they will provide the cabling. Cindi said there was room in the budget. Both locations need upgraded switches which the warehouse has. Sheila asked for the bottom line numbers. Pam reported it to be \$2,450 for Westminster and \$4,900 for Commerce City. Cindi thought

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it could come out of the operating budget and not out of CSTARS County Improvement budget. Plus there was a request that wasn't approved so that put \$4,500 back into the budget. Bo moved to approve, Matt 2nd the motion. Motion passed.

- Sheila asked if the new DRIVES system still needed dedicated fiber or not. Dayton believed it wouldn't change. Sheila was talking more about the type of traffic (State vs. County business). Dayton still didn't believe there would be any changes. Sheila was concerned that they had wasted money on cabling, and Dayton assured them they had not.

New Business:

- Charter Approval – Sheila proposed looking at the version that did not contain the membership list as it would be easier to review. She also noted that this is a living document and that ongoing changes may not necessarily need to be approved each time there was a change. Sheila also thanked the Department for all of its administrative support for all of these Working Groups. There were no objections.
- DRIVES Teams Members Approval – Sheila Reiner: The Membership List was discussed and updated. Matt discussed this. Sheila wanted to make sure that at some point there would be a conversation between the Counties, DRIVES and the Department for the logistics of who reports to whom and leave etc. Maren talked about how the Department is handling these issues now and would share them with the Counties. Dustin noted that they need names as soon as they can get them so that the infrastructure can be put into place for them and confirmed that July 1 would be a good date to have them.

Action Item Recap:

- Reports Library – Pam Nielsen: The question was did FAC do reports research and what was available. Jean said it was more of a discussion of Menu items vs. reports that were available was discussed and what FAC had reviewed. The Committee members will continue to review the list as an action item for next time.
- Travel Reimbursement Spending Budget – Sara Rosene & Royal Taylor: Royal asked to have this rolled up into the Budget workshop.
- OVRM Marketing Material Distribution – Maren Rubino: Maren discussed the materials that were sent out earlier. There was a little discussion regarding the “make an appointment” item and the use of a third party vendor that interfaces with the system. Matt offered that it did not jump off the paper to renew on-line. Maren said she'd take the feedback back to the communication people.
- Late Fee Report Signature Line Amendments – Dylan Ikenouye: Dylan talked about how Tony had referred this back to CARS for wording suggestions. Terri confirmed it was about 10 min. of programming. Dylan asked where the wording should come from. Pam noted that CARS hadn't really gotten into it yet and would add it to their next agenda.
- OIT Escalation Path – Dayton Harbo: Already discussed
- OVRM Transaction Report – Terri Krupke: tabled until next meeting.

New Assigned Action Items:

- Dayton will look into the Data for the Help Desk

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- Dayton will also look into the study of how the help desk was staffed vs. industry/other states
- All Committee members will review report library on the CSTARS intranet library with comments
- Transaction OVRR report tabled until next time
- PayPort report from Jack Arrowsmith
- Names for DRIVES by July 1.

Budget Workshop:

The Committee adjourned from their formal meeting and moved into a Budget Workshop at 11:23 a.m.

Royal made a presentation of the CSTARS Account with regards to spending vs. income in a period over period format, including the License Plate Cash Fund.

Sheila wanted to compare the spending plans and actuals from FY'15 to FY'16 and projected FY'17. Matt thought that'd be useful but wanted to start this process a month sooner as he thought it was still too late.

Rob Chiles made the budget and spending plan for the current fiscal year as well as the projected for FY '17. Rob and Amanda discussed the spending plan, spending authority and how it all worked and came together. This included a plan by Cindi to change out all of the CSTARS printers with new ones. She wanted to do this this fiscal year and was about \$500,000 to acquire and then about \$450,000 next FY to deploy. She'd also like to add printers into the 4 year refresh plan, especially since servers will go away with DRIVES. Amanda discussed the spending rules for end of fiscal year and how they might apply to this situation as Xerox may not be able to ship all printers at one time. Dylan asked if some or all of this money will cover Scanners that might be needed for DRIVES.

Sheila asked for an email with all of the specific numbers. Dylan would get it distributed and then there would be a CSTARS email vote.

Rob and Amanda then asked if there were any changes the Committee wanted to make in the spending plan, noting that they didn't have to do it immediately, but could be done as the year and projects moved along. The discussion of adding a travel line for the DRIVES training and testing and also for Committee meetings then took place. The initial amount discussed was \$30,000. After discussion it was decided to lower the amount to \$20,000. It was decided to leave it at \$30,000 as it could be adjusted later.

Matt further clarified CSTARS role in approving the budget and when it needed to take place that the Committee needed to approve their portion by July so that the Governor can properly submit the budget package.

There was also a discussion on the personal services line, that had been unused, and whether or not any changes or uses wanted to be identified or allocated. It was decided that this could be addressed in any supplemental spending plans/authority that might take place.

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Sheila asked for a vote on the FY'16-17 spending plan with the addition of \$25,000 for travel. Matt wanted to take an in depth look at the consistent under spending of Cindy's piece to see if money couldn't be reallocated appropriately. Matt made the motion and Garland 2nd the motion. The motion to approve the spending plan as amended passed.

Dylan said he would update the CSTARS Committee schedule appropriately so the dates and bench marks discussed would be scheduled and not missed.

Public Comments, Question sand Statements: Jean thanked the OIT Trainers for their help in moving into their new facilities. Very smooth move.

Next Meeting Date – Wednesday June15, 2016 9:30 a.m.
Via GoToMeeting.

Meeting adjourned at 12:33 p.m.